

Aufaque Shaikh

Motivated Customer service manager with demonstrated knowledge of Customer service best practices and operations. Proven skills in enhancing productivity efficiency and bottom-line profits with forward-thinking leadership. Bringing 6-years of experience in field and ready to take on challenging, growth-oriented role. Effective leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Highly committed with hardworking mentality to maintain quality of services and products.

Working Experience

Manager

Pakistan Solutions: Part time

07/2017- Till date:

- Arrange digital marketing, MS word, advance excel and other training sessions like motivational session, and career counseling sessions for educational and corporate sector both.
- Customize session arrangements like food and beverages, audio video visuals as per client requirements, and also offer pre-planned packages.
- Supervise team on best practice, company policies and services excellence standards and develop and maintain operational guidelines for staffs.
- Prepare and offer all typed material like proposals, contracts, change forms and all other inter-departmental forms accurately. Also ensure that new client will grow into loyal customer.

Hyderabad and Karachi, Pakistan

Operational Executive

UBER

Karachi, Pakistan

04/2017-02/2020

- Help partner drivers to sign up & learn all about the tools they need to be successful on the UBER platform.
- Help existing driver partners troubleshoot any issues they experience (i.e. a delayed payment, troubleshoot in log-in and other reasons for account restriction issue), also help brand the UBER name and get driver partners excited.
- Support day to day operations of local green light location and other online projects for extended cities.
- Train partner driver about UBER applications (UBER Driver, UBER- Rider app.)
- Handle escalations of most difficult support interactions with high customer obsession mode.
- Achieved the project schedule goals.

Assistant Manager

Siza International Pvt Ltd

10/2015-04/2017

Hyderabad, Pakistan

- Assist operation manager in planning and supervising daily operations to develop productive, profitable and achievement oriented working environment for employees, also address operational issues and concerns in a timely fashion also Determine staffing requirements, work assignment and schedules for new projects.
- Supervise operations team on best practice, company policies and services excellence standards and develop and maintain operational guidelines for staffs.
- Oversee operational cost, risk and audit activity, also assist in interviewing, recruiting, training, performance evaluation, promotion and termination activities.
- Evaluate current operational strategies and recommend improvements and coordinate with General manager in different operational issues and promotional activities

Banquet Executive

Dream world Ltd

09/2014-10/2015

Hyderabad, Pakistan

- Preparation and response to banquet event order and responsible to ensure they are issued and distributed in a timely.
- Response within 24-hours to any group, checking space/rates in the system and communicating to respective managers for further follow up.
- Response to request for proposal for picnic, corporate meetings, different events including setup, food and beverage needs, rooms and audio visual needs, also communicating client requirements in a timely and accurate manner to all internal departments as required, ensuring delivery of superior guest service.
- Ensure that banqueting software are updated daily for all events space bookings (Day out, chalets and night camping and other designed packages)
- Prepare and offer all typed material like proposals, contracts, change forms and all other inter-departmental forms accurately.
- Distribute daily events and follow reports to ensure communication to all internal departments throughout resort and monitor all correspondence to ensure it meets with resort policy and procedures.
- Ensured that new clients will grow into loyal customers.
- Work closely with the banquet assistant manager to ensure all aspects of the events have been cost effective and serviced both clients and resort needs.



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Hyderabad/Karachi, Pakistan

Skills

MS Excel, word and PowerPoint
Google Docs, sheets and slides
Self-motivated and able to operate independently with minimal oversight.
Excellent communication and writing skills.
Critical thinking skills
Leadership and Business operational skills
Analytical & Social media skills
Project management and Customer services
Problem solving skills
Multi tasker & focused
Operational improvement skills
Interpersonal & public speaking skill

Honor and Awards

- Excellence and Customer Partnering awards.
- Employee of the month and Business Development Awards
- Among Top 3 Performer Certifications on a weekly/monthly basis in accordance with compliance.

Hobbies and Interest

Traveling

Reading

Hiking

Creativity

Artificial Intelligence

Languages

Urdu

English

Sindhi

Native

Conversational Level

Certifications

- Accountant
- Cost accountant
- Professional banker
- Digital marketing
- Freelancing
- Performance based certificates
- Different conferences
- Workshops

Assistant

MK Hospital & Foundation

07/2012-06/2013

Hyderabad, Pakistan

- Counseling to attend to the inside care of patient and their condition (BP, Breath, Pulse rate etc.) to their attendants.
- Manage patient file and keep records.
- Dose (i/v, i/m, and i/g) deliver to patient according to the doctor prescription.
- Sample collection and forward to laboratory for test

Office Assistant

Private School

07/2004-06/2006

Hyderabad, Pakistan

- Manage general administrative tasks, keep records updated.
- Manage general school events like picnics, annual events, meetings.
- Act as volunteer in annual exams.

Extracurricular Activities

- Accounting software- Peachtree and tally.
- Bank reconciliation
- Invoice cancelation against order
- Reconciliation of parties ledger
- Face sheet (Petty cash)
- Entries into system
- Maintain trial balance
- Create entries(Simple & complex both)
- Demand draft, salaries & income statement
- Expense ledger bounce cheque
- Manage ledger after adjusted entries & Vouchers bills

Other Experience

Intern assistant admission

ICMA Pakistan

11/2016-01/2017:

Hyderabad Campus Pakistan

- Act as volunteer in examinations
- Participate to organize events with staff members
- Keep update systematically and manual records up to date.
- Keep managed desk, teachers files, student attendance sheet and student details (systematically base).
- Issue related accessories to teachers and books to students from library.
- Keep visitors board updated and provide them all necessary details regard scholarships, admissions, challan fee and so on.
- Fulfill assigned task by Director of Campus in deadlines
- Cold calling to aware students about their recent dates, class schedules, fee and sessions

Education

Master in Business Administration

University of Sindh, Pakistan

01/2010-12/2012

- CGPA: 3.4/4.0
- Workshops attended (Accountant, cost accountant and professional banker)
- Internship experience in Majee hospital, NBP, Pakistan steel mill, HESCO and in ICMAP as paid intern assistant admission
- Youth and other conferences attended such as dignity at workplace
- Thesis submitted.

Projects

- Customer first in associate with UBER
- Karachi education times in associate with Pakistan Solution
- Al-mairaj services
- Let's Re-Learn to learn